PRISM Program Review Instrument for Systems Monitoring of Head Start and Early Head Start Grantees

FOLLOW-UP REVIEWS IN THE NEW PRISM 2006 SOFTWARE
UPDATED 2/16/06

Introduction

The Lewin Group is hand-entering data from FY 2005 reviews related to 2006 follow-up reviews into the new PRISM software. Entering the historical data into the PRISM software provides FY2006 follow-up teams with the grantee's previous history, indicating the issues that are "open," or that still need to be reviewed for compliance.

The purpose of this revised PRISM Follow-up Guidance is twofold:

- to describe in detail how follow-up reviews should be conducted using the PRISM software (Section I); and
- to identify steps for addressing missing or inaccurate historical data in FY 2005 reviews related to FY 2006 follow-up reviews in PRISM (Sections II and III).

Section I: Using PRISM for Follow-up Reviews

PRISM-related activities for follow-up reviews are organized into four phases:

1. Pre-Review Activities
2. Early-in-the-Review Week Activities
3. Mid-Review Week Activities
4. End-of-Review Week Activities

FTLs and RCs leading follow-up reviews should be familiar with <u>all</u> of these activities.

A . Prior to the Review

1. **FTLs must schedule ALL follow-up visits through Danya by completing an RTRF.** The RTRF submission triggers the creation of a review record in Danya's system, which communicates directly with PRISM to generate the electronic record into which follow-up data are recorded. Even follow-up reviews with a single reviewer require an RTRF.

2. **Ensure that The Lewin Group received ALL relevant historical data <u>at least one month prior</u> to the review's start date**. Lewin needs <u>all</u> cover letters, review reports, RO acceptance of certification letters, etc. to prepare a complete and accurate PRISM history for your 2006 follow-up review. If Lewin is not sent these data well in advance, the follow-up review may not be ready in PRISM in time for the start of the review week. Historical data should be e-mailed to PRISMgrantee@lewin.com.

3. **If you are the FTL, do NOT provide team access in PRISM until you have received an email notifying you of the review's readiness.** The Lewin Data Entry Team Lead will email the FTL with a status of the follow-up review's data readiness by Thursday of the week before the review. If you have questions about your review's readiness, call the PRISM Help Desk.

4. **If you are the FTL, please review the PRISM data before providing team access.** If time permits, please log into PRISM, find your upcoming follow-up review and verify that all the areas of noncompliance you intend to review are entered and complete. If you notice an issue, please contact the PRISM Help Desk immediately.

5. **Once the FTL has provided team access, download the review onto the laptop you will be using on the review.** If you are the RC, you should download the review first. In a follow-up review, the first person to synchronize receives ownership of all areas of noncompliance from the previous review. It is easiest if the RC receives these assignments prior to the start of the review week.

B. Early in the Review Week

1. Find the areas of noncompliance you will be addressing in your follow-up review:
    a. Go to the "issues list" under the core question in which areas of noncompliance were identified during the previous review.
    b. Identify who has access to the areas of noncompliance.
    c. If you have edit rights, you will be able to change the status of the area of noncompliance from "Not Reviewed" to "Corrected (follow-up)" or "Not Corrected (follow-up)" on the Issue Details page. You will also see a narrative field into which you can type text.
    d. If you do **not** currently have edit-rights, you will NOT be able to change the status of the area of noncompliance on the Issue Details page. PRISM will display another reviewer's name or the PRISM website in the "assigned to" line.

2. The person with assignments to areas of noncompliance will need to electronically "assign" areas of noncompliance to the appropriate team members who are using computers (***please do not assign anything in the software to team members who are <u>not</u> using computers***!). To assign issues to other team members:
    a. Select the area of noncompliance or checklist you would like to assign.
    b. Select the "assign this issue" button.
    c. Then select the person to whom you would like to hand over access. Synchronize with that person so they can receive that assignment.

C. Mid-Review

1. Follow all steps in Section D of the "Preparing for and Conducting a Head Start Review in the New PRISM 2006 Software PRISM Software Guidance #1" document.

2. To follow-up on issues identified in the previous review, go to the Issues list under each core question with one or more areas of noncompliance.

a. Click once on the Edit button next to the area of noncompliance.

b. Note that the narrative and the standards from the previous review are not editable, but you may alter the status (see next step) and provide appropriate narrative to describe what you learn on this follow up review.

c. The default status for all areas of noncompliance is "Not Reviewed." For those areas of noncompliance which you are following up on during this review, you will want to change the status.

d. Change the status to either "Corrected (follow-up)" or "Not Corrected (follow-up)", whichever is appropriate. The software will ask you provide narrative to support your decision.

3. If new issues are identified during the follow-up review:

   a. Select the "new issue" in the "issues list" page of the appropriate core question.

   b. Select the program type (HS or EHS), standards, narrative and evidence (this is the same as entering a new issue during a first-year or triennial). Follow guidance in Step D.4 in "Preparing for and Conducting a Head Start Review in the New PRISM 2006 Software PRISM Software Guidance #1" document.

D. End of Review:

1. To complete the review, follow guidance in the "Preparing for and Conducting a Head Start Review in the New PRISM 2006 Software PRISM Software Guidance #1" document, sections F and G. The FTL should select "Ready for Report Analysis" instead of "Review Complete" when closing out the follow-up review.

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Section II: Follow-up Reviews for which Historical Data are Unavailable in PRISM

If you do not see any historical data related to your follow-up in PRISM, please call the PRISM Help Desk (**1-800-518-1932)** immediately to confirm that data will in fact not be available for your review.

If the PRISM Help Desk confirms that historical data could not be entered in time for your review, please follow the steps below:

1. Record your review's findings in a Word document. The PRISM Help Desk team will email you a template for this purpose.
2. Email your review's Word Document to the PRISM Help Desk email account: PRISMHelpDesk@Lewin.com.

3. If you are the FTL, do NOT mark your review "Ready for Report Analysis," as this step sends the PRISM review record to Danya for QC.

4. The Help Desk will forward your document to the Lewin team entering follow-up data and notify you when it is ready for you to review and mark "Ready for Report Analysis."

5. As the FTL, you will be contacted by the PRISM Team and asked to review the data, then change the status to "Ready for Report Analysis."

Note that not using the software in the field, which requires The Lewin Group to manually enter the data, will significantly delay the report from moving through the system.

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Section III: Reviews With Incomplete or Inaccurate Historical Data in PRISM

In this section, we focus on the four most common issues with PRISM follow-up data:

a. Missing area(s) of non compliance.
b. Areas of noncompliance in which a standard is cited differently in the software than it was cited in the original review report.
c. Areas of noncompliance with incorrect status.
d. Areas of noncompliance with typographical errors.

Each of these situations should be addressed in four steps:

1. Clearly identify the problem,
2. Complete the work you can,
3. Contact the Help Desk, and
4. Clarify if there are questions.

These steps are described in greater detail below.

1. Identify the problem:
    a. If the review is missing an area of noncompliance, identify the core question and the complete standard(s) that should be associated with the area of non compliance.
    b. If the standard citation is incorrect, identify the correct standard as well as the relevant core question.
    c. If the area of noncompliance status is incorrect, identify the correct status.
    d. If the area of noncompliance narrative has typographical errors, identify the corrections.

2. Complete the work you can:
    a. Use PRISM to document all correctly documented follow-up findings (see Section I for detailed instructions).

   b. For incorrect citations and typographical errors, please enter the corrections in the narrative you add to the relevant area of noncompliance.

   c. For missing areas of noncompliance or for those with an incorrect status inherited from a prior review, you will NOT be able to note corrections in the narrative field because that field will not be accessible to you.

   d. Do not close the review (do NOT select the "Ready for Report Analysis" status).

3. Contact the PRISM Help Desk. Send an e-mail to the PRISM Help Desk (PRISMHelpDesk@Lewin.com) with the following information:
   i. The name of the grantee and the review id number,
   ii. The name and contact information of the FTL and the RC for the upcoming week,
   iii. The problem with the review (see Step 1 for the 4 types of problems)
   iv. The relevant Core Question Number and standard citation and the requested correction:
      1. the typographical correction, or
      2. the correct citation, or
      3. the correct status or,
      4. if a missing area of noncompliance, the review id and dates of the review that generated the area of noncompliance that should have appeared in your follow-up.
   v. In the subject line of the email **please type**, "**Follow-up Issue:".**
   vi. Include the FTL as a cc'd party.

4. Clarify if there are questions: if the data-entry team has no questions about the emailed correction request, the correction will be made and the FTL will be asked to review the entry and mark the review "Ready for Report Analysis." If the data-entry team has questions, the FTL will be contacted via email.

If your issue is not addressed in the section above, please call the PRISM Help Desk.